

After Action Report 2018 PSA Exercise



Cupertino
ARES/RACES

1. Overview

Description: 2018 Preliminary Safety Assessment Exercise
Event Date: 27 January 2018
Report Date: 9 February 2018
CARES Event: CUP-18-10T
RACES Event: CUP-18-10T
Control: Cupertino ARES/RACES
Report Revision: 1.2, **FINAL**
Submitted by: Jim Oberhofer KN6PE

Requirements for Reporting

Completing an After Action Report is part of the required SEMS reporting process. The Emergency Services Act, Section 8607 (f) mandates that the Office of Emergency Services (OES) in cooperation with involved state and local agencies complete an After Action Report within 120 days after each declared disaster. Section 2450 (a) of the SEMS Regulations states that, "Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, section 2900(j)."

CARES will follow this requirement for reporting the results and recommendations for this Training Event.

i. Introduction and Background

Terms

CARES: Cupertino Amateur Radio Emergency Service, ARES/RACES organization supporting the City of Cupertino.
CCC: Cupertino Citizen Corp, the collection of volunteer response organizations made up of CARES, CERT, and MRC
CERT: Community Emergency Response Teams
MRC: Medical Reserves Corp
NCO: Net Control Operator, may be indicated by M-NCO (Message Net) or R-NCO (Resource Net)
PSA: Preliminary Safety Assessment, a home-based assessment that develops a quick snapshot of the state of the city based on the distribution of CARES members.

Introduction

The City of Cupertino supports testing the community emergency response plans and ongoing disaster preparedness training as an essential component to a successful community disaster response. One element of the CARES response is the Preliminary Safety Assessment (PSA).

During a major infrastructure-impacting incident, the first thing CARES will do is perform a Preliminary Safety Assessment (PSA) on behalf of the City. This activity will provide the City EOC with an immediate snapshot of the state of the city covering 5 specific categories of potential problems (injuries, structures, fire, utilities, and access). A reasonable early assessment is possible based on the geographic distribution of CARES members throughout the city.

The PSA Process is exercised each year. On 28 January 2018, the City of Cupertino authorized a training activation under the designation CUP-18-10T to conduct a PSA exercise. This report is a summary of this exercise.

ii. Type / Location of Event / Drill / Exercise

Event Type: City of Cupertino, CARES Training Activation
Event Identifier: CUP-18-10T
Event Name: 2018 PSA Exercise
Location: City of Cupertino

iii. Description of Event / Drill / Exercise

CARES drill objectives:

1. Exercise the PSA data collection and reporting process by CARES members in the field.
2. Exercise with prowords when passing structured PSA messages.
3. Test the method for handling non-residential structure reports.

Event resources came from the following organizations:

1. Cupertino ARES/RACES: Responsible for checking into the CARES emergency net, performing the PSA process, rolling up the results, and delivering the results to the Cupertino EOC Staff. Twenty-one (21) CARES members participated in the test.

The drill was initiated as a pre-announced event with CARES members knowing to check into the CARES Emergency Net at the appointed time.

1. Established the Emergency Net for initial drill check-ins.
2. Member check-ins. CARES members checked into the CARES Emergency Net on TAC-1 or TAC 3 (linked)
3. CARES members were directed to perform their PSA Survey.
4. A PSA Recorder was named.
5. PSA traffic (counts only) was directed to the PSA Recorder.
6. At the end of the drill, an on-air debrief was held.

Performance against Objectives:

1. Practice the PSA data collection and reporting process

Results: **SATISFACTORY**. Twenty members were able to pass the traffic in the manner defined by the process. On average, it took under one and a half minutes to set up and pass a PSA message. Additionally, the planned method for collecting the PSA data was to be by spreadsheet.

2. Exercise with prowords when passing structured PSA messages

Results: **SATISFACTORY?** Based on feedback from last year's PSA Exercise, CARES implemented an approach for passing counts. CARES determined that the PSA data is a structured data set. The key element was the passing if numbers greater than ten by introducing a short pause between both digits of the number. For the most part, this worked, but there was some inconsistent use of this that resulted in some missed numbers. Need to determine whether this is a procedural or training issue.

3. Test the method for handling non-residential structure reports

Results: **SATISFACTORY.** A few responders living did identify their survey as covering multi-unit dwellings. While it was ultimately identified as a Multi-Unit survey, there were questions about the exact wording to designate it. Clarification is needed on the exact wording.

iv. Chronological Summary of Event / Drill / Exercise

All events took place on Saturday, 27 January 2018. All times listed here are in local time. This summary is a compilation of submitted net control and other logs.

Time	Description, Note, Comment
0800	CARES Emergency Net was activated KK6EWQ assumed NCS
0805	24 CARES Members checked in, all directed to start their PSA survey.
0805	Identified K6WGY as PSA Recorder, Tactical Call is PSA Recorder.
0808	Start receiving PSA Reports.
0845	All reports received. Secured the Drill, on-air round-table on what worked, didn't work
0910	Secured the CARES Emergency Net

v. Response at SEMS Levels (as appropriate):

Include a summary, conclusions, the field response, and other local, operational area, regional, state or federal response.

Per the process, all participating CARES members performed the PSA Survey from wherever they were at the time of the event. This aspect of the process allows for general coverage of the city based on the random nature of where CARES members are in the city at any given time.

vi. Interacting Systems, Agencies, and Programs:

Include mutual aid systems (law enforcement, fire/rescue, medical, etc.); cooperating entities (utilities, American Red Cross, Sheriff's Office, City Departments, etc.); telecommunications and media interactions.

PSA Process

The PSA Process was reviewed with the membership prior to the event. Additionally, two PSA Recorder training events held before the drill gave interested members an opportunity to practice collecting PSA data over the air, formatting the data in a spreadsheet, and transmitting it by packet radio.

The key success factors for this drill continue to be:

1. CARES members understand what to look for in their immediate vicinity and how to record their findings.
2. CARES members can collect and report their local PSA data. The transmission of PSA reports is based on providing counts for specific topics called out in the PSA form, including:
 - a. Map grid location; county GIS map standard as adopted by Cupertino OES
 - b. Survey size; number of homes or structured surveyed
 - c. Identify a neighborhood as "Multi-unit" if appropriate.
 - d. Injuries (4 categories)
 - e. Structural Damage (3 categories)
 - f. Fire (1 category)
 - g. Hazards (4 categories)

h. Access problems (1 category)

Communications Systems

CARES linked the TAC1 and TAC3 frequencies for the drill. All reporting stations had good coverage into either frequency.

vii. Improvements, Conclusions, Recommendations:

As applicable, include a description of actions taken, assignments, associated costs or budget, timetable for completion or correction, and follow-up responsibility.

The following is a summary of the key Improvements, Conclusions, and Recommendations.

What worked?

- Good drill
- Use of prowords for “counts” and “map grid” worked better
- First use of identifying a survey as covering a Multi-Unit structure
- Good use of repeats to clarify the information passed
- New HT use worked well into the repeater
- Good use of a backup plan in the event the PC to collect PSA reports dies
- Good discussion of couples rolling up their reports into one submittal

What didn't work / needs improvement?

- Inconsistent use of pauses with passing double-digit numbers

Recommendation

See the Improvement Plan recommendations

viii. Logs, attachments:

As applicable, include a description of actions taken, assignments, associated costs or budget, timetable for completion or correction, and follow-up responsibility.

The following attachments are included:

1. Improvement Plan
2. COES106 PSA Rollup

End of Report.

A. Improvement Plan

This IP has been developed specifically for CARES as a result of 2018 PSA Exercise (CUP-18-10T) conducted on 28 January 2018. These recommendations draw on the results of the After Action Debrief. The IP has been formatted to align with the Corrective Action Program System.

Critical Task	Element	Description	Corrective Action	Responsible Organization	POC	Start Date	End Date
Safety Assessments	Planning	PSA Process	Update Field Comm Operations Handbook to reflect PSA Recorder per recommendations.	CARES	KN6PE		
Safety Assessments	Planning	PSA Process	Clarify the wording when designating a survey as Multi-Unit / Multi-Occupancy.	CARES	AECs		
Safety Assessments	Planning	PSA Process	Determine how to improve passing two digit numbers as part of the PSA report.	CARES	KK6EWQ		

B. COES106 PSA Rollup

The following is the PSA report as it was received by the EOC.

From: k6wgy@wlxsc.ampr.org
To: cupeoc@wlxsc
Sent: 1/27/2018 10:27
Subject: CUP-01-27-18-PSA.csv-K6WGY

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Submitted By,Msg ID,Time Recvd,Map Grid,Survey,M/U?,1.1,1.2,1.3,1.4,2.1,2.2,2.3,3.1,4.1,4.2,4.3,4.4,5.1
WA6VFD,1,08:04:00 AM,O24,16,,5,0,0,0,7,2,0,2,0,2,2,1,1
KD6QPP,2,,M18,16,,8,3,0,0,6,1,0,0,2,2,1,0,1
N6IK,3,,M22,9,,1,1,0,0,15,3,0,0,0,0,1,1,0
KI6LDM,4,,F6,34,,5,2,0,0,15,3,0,0,0,0,0,2,1
KK6WHI,5,,M18,15,,2,0,0,0,5,1,0,0,0,0,0,0,0
AI6CC,6,,M19,31,,8,6,2,0,9,5,2,1,1,0,0,1,0
KK6FPI,7,,N19,60,,5,3,1,0,9,8,2,0,1,0,2,9,0
KF6UVS,8,,N22,70,,1,1,3,0,0,0,0,0,2,0,0,10,0
KE6CZS,9,,N18,19,,0,1,1,0,1,1,0,0,1,0,1,0,0
KI6GCX,10,,O24,23,,1,0,0,1,12,0,0,0,0,0,0,0,1
KJ6WBF,11,,L22,22,M,6,3,1,0,8,6,2,0,2,0,0,0,2
N6ESC,12,,M19,16,,3,1,0,0,8,4,0,0,2,0,1,1,0
K6OHT,13,,O22,25,,5,2,4,3,2,3,4,5,2,1,0,1,1
AG6GX,14,,N24,26,,5,0,0,7,2,0,2,0,2,2,1,1,0
KJ6OHF,15,,O22,20,,2,1,1,0,1,0,0,0,1,0,1,0,1
KI6DRN,16,,N24,14,,0,0,0,0,0,0,0,0,0,0,14,2
KD6TQJ,17,,M18,16,,2,1,0,0,4,1,0,0,1,0,0,1,0
N6EEL,18,,M19,12,,5,2,0,0,3,1,0,0,2,0,2,1,0
KK6UCR,19,,L18,12,,8,1,1,0,5,1,0,0,2,0,1,0,0
KJ6OGA,20,08:46:00 AM,O21,28,,4,1,1,0,6,1,0,0,0,0,0,1,1

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